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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/886,457	06/20/2001	Greg Udelhoven	1340.002US1	4980
21186	7590	04/07/2006	EXAMINER	
SCHWEGMAN, LUNDBERG, WÖESSNER & KLUTH			SALIARD, SHANNON S	
121 S. 8TH STREET				
SUITE 1600			ART UNIT	PAPER NUMBER
MINNEAPOLIS, MN 55402			3639	

DATE MAILED: 04/07/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>
	09/886,457	UDELHOVEN ET AL.
	<b>Examiner</b>	<b>Art Unit</b>
	Shannon S. Saliard	3639

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).

Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

1) Responsive to communication(s) filed on 26 January 2006.  
 2a) This action is FINAL.      2b) This action is non-final.  
 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

4) Claim(s) 1-37 is/are pending in the application.  
 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.  
 5) Claim(s) \_\_\_\_\_ is/are allowed.  
 6) Claim(s) 1-37 is/are rejected.  
 7) Claim(s) \_\_\_\_\_ is/are objected to.  
 8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

9) The specification is objected to by the Examiner.  
 10) The drawing(s) filed on \_\_\_\_\_ is/are: a) accepted or b) objected to by the Examiner.  
     Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
     Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).  
 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
 a) All    b) Some \* c) None of:  
     1. Certified copies of the priority documents have been received.  
     2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.  
     3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)	4) <input type="checkbox"/> Interview Summary (PTO-413)
2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)	Paper No(s)/Mail Date. _____
3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date <u>1/26/06</u> .	5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)
	6) <input type="checkbox"/> Other: _____

## **DETAILED ACTION**

### **Status of Claims**

1. Applicant has amended claims 1, 12, 14, 25, and 36. No claims have been added or cancelled. Thus, claims 1-37 remain pending and are presented for examination.

### ***Response to Arguments***

2. Applicant's arguments, filed 26 January 2006, with respect to claims 1-13 under 35 U.S.C. 101 have been fully considered and are persuasive. The rejection of claims 1-13 under 35 U.S.C. 101 has been withdrawn.

3. Applicant's amendments, filed 26 January 2006, with respect to claims 12 and 36 under 35 U.S.C. 112, 2<sup>nd</sup> have been fully considered and are persuasive. The rejection of claims 12 and 36 under 35 U.S.C. 112, 2<sup>nd</sup> has been withdrawn.

4. Applicant's arguments with respect to claims 1, 14, and 25 under 35 U.S.C. 102(b) have been fully considered but are not persuasive.

5. Applicant argues (with respect to claims 1, 14, and 25) that Flake et al does not teach, "receiving data from a client system to insert into a traveler database having traveler information." Examiner notes that Flake et al does disclose that a customer may

provide travel request information directly to an agent or can store the information temporarily in the relational database [col 8, lines 33-36]. Flake et al further discloses that "travel agency customers can communicate with one or more travel agents via any one of a number of communication subsystems...such subsystem may be a facsimile machine...may be a computer-driven system providing e-mail communications. Travel service email. A travel service request information from a customer is preferably input as data to stem...system includes a relational database...each such profile preferably contains, at a minimum, that customer's respective personal and travel preference information" [col 3, lines 42-61]. Therefore, Flake et al teaches the limitations as disclosed in claims 1, 14, and 25.

6. With respect to claims 12 and 36, applicant has challenged Examiner's use of Official Notice. Examiner cites the reference to Harris et al [US 2002/0108109]. Harris et al discloses that a user inputs travel data for multiple passengers and that possible itineraries are presented based on the user's profile [0048]. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include retrieving information regarding a first passenger's travel itinerary to input into a second traveler's itinerary for the customer convenience of avoiding repeating the booking process for each individual passenger that has an identical itinerary. Examiner further submits that the reference to Harris et al is only being cited to substantiate the previous Official Action from the examiner, does not result in a new basis for rejection and therefore, this rejection will be made final.

***Drawings***

7. The drawings were received on 26 January 2006. These drawings are acceptable.

***Claim Rejections - 35 USC § 102***

8. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

9. **Claims 1-3, 5-10, 13-15, 18-23, 24-27, 29-34, and 37** are rejected under 35 U.S.C. 102(b) as being anticipated by Flake et al [U.S. Patent No. 5,832,451].

As per **claims 1, 14, and 25**, Flake et al discloses a method for providing travel services, the method comprising: receiving data from a client system to insert into a traveler database having traveler information (col 3, lines 46-52; col 8, lines 33-36; see Fig. 1); receiving a request for at least one travel service, the request identifying a traveler; requesting information regarding the at least one travel service from a Global Distribution System (GDS); retrieving traveler data from the traveler database; and displaying the traveler data in conjunction with the information from the GDS (col 2, lines 19-24).

As per **claims 2, and 26**, Flake et al further discloses further comprising:  
deferring a task related to the travel request; routing the task to a travel counselor for completion (col 8, lines 1-17).

As per **claims 3 and 27**, Flake et al further discloses wherein routing the task includes determining the travel counselor to receive the task based on the type of task (col 8, lines 40-43).

As per **claims 6, 19, and 30**, Flake et al further discloses wherein the at least one travel service includes an airline reservation service (col 3, lines 26-29).

As per **claims 7, 20, and 31**, Flake et al further discloses wherein the at least one travel service includes a hotel reservation service (col 3, lines 26-29).

As per **claims 8, 21, and 32**, Flake et al further discloses wherein the at least one travel service includes a rental car reservation service (col 3, lines 26-29).

As per **claims 9, 22, and 33**, Flake et al further discloses wherein the at least one travel service includes a train reservation service (col 26-29).

As per **claims 10, 23, and 34**, Flake et al further discloses wherein the at least one travel service includes a limousine reservation service (col 26-29).

As per **claims 13 and 37**, Flake et al further discloses further comprising:  
retrieving corporate travel data, said data including at least one travel policy;  
determining a valid travel service option from the information from the GDS in accordance with the at least one travel policy (col 3, lines 55-65).

As per **claim 15**, Flake et al further discloses wherein the at least one GDS includes the Sabre system (col 3, lines 22-25).

As per **claim 18**, Flake et al further discloses wherein the at least one GDS includes the Worldspan system (col 3, lines 26-29).

As per **claim 24**, Flake et al further discloses further comprising a call management system operative to forward requests to a user of the travel services component (col 8, lines 4-16).

As per **claims 5 and 29**, Flake et al further discloses wherein routing the task includes determining a skill grouping for the task (col 1, lines 65-67; col 2, lines 1-6).

10. **Claims 4 and 28** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Bull et al [U.S. Patent No. 5,995,943].

As per **claims 4 and 28**, Flake et al discloses all the limitations of claims 1 and 2. Flake et al does not disclose wherein routing the task includes determining that a travel related service has become available. However, Bull et al discloses a method for finding a requested service that was not yet available and monitoring information additions so that the user may be provided the information when it is available (col 6, lines 5-1). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by Bull et al so that the travel agent does not have to spend unnecessary time searching for a travel service that best meets the customer's need.

11. **Claims 11 and 36** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Iyengar et al [U.S. Patent No. 6,360,205].

As per **claims 11 and 35**, Flake et al discloses all the limitations of claim 1. Flake et al does not disclose wherein retrieving traveler data from the traveler database includes retrieving data regarding a previous itinerary and further comprising copying the data regarding the previous itinerary into a current itinerary. However, Iyengar et al discloses accessing a database record for a traveler from a previous transaction to copy that data into a current request (col 8, lines 9-30). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by Iyengar et al. Iyengar et al provides the motivation that the information from the previous transaction so that the request can be pre-populated with information and the user can avoid typing the information again.

12. **Claims 12 and 36** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view Harris et al [US 2002/0108109].

As per **claims 12 and 36**, Flake et al does not explicitly disclose wherein retrieving traveler data from the traveler database includes retrieving data regarding a first traveler's itinerary and further comprising copying the data regarding the first traveler's itinerary into a second traveler's itinerary. However, Harris et al discloses that

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a user inputs travel data for multiple passengers and that possible itineraries are presented based on the user's profile [0048]. Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to retrieve information regarding a first passenger's travel itinerary to input into a second traveler's itinerary for the customer convenience of avoiding repeating the booking process for each individual passenger that has an identical itinerary.

13. **Claims 16 and 17** are rejected under 35 U.S.C. 103(a) as being unpatentable over Flake et al [U.S. Patent No. 5,832,451] in view of Lynch et al [U.S. Patent No. 6,119,094].

As per **claims 16 and 17**, Flake et al discloses all the limitations of claim 14. Flake et al does not disclose wherein the at least one GDS includes the Galileo system or the Amadeus system. However, Lynch et al discloses a travel reservation system that includes the Galileo system and the Amadeus system (col 4, lines 54-60). Therefore, it would have been obvious to one of ordinary skill in the art at the time of the invention to modify the invention of Flake et al to include the method disclosed by Lynch et al to obtain a comprehensive inventory of travel service availability.

### ***Conclusion***

14. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

Examiner's Note: Examiner has cited particular columns and line numbers in the references as applied to the claims below for the convenience of the applicant. Although the specified citations are representative of the teachings in the art and are applied to the specific limitations within the individual claim, other passages and figures may apply as well. It is respectfully requested that the applicant, in preparing the responses, fully consider the references in entirety as potentially teaching all or part of the claimed invention, as well as the context of the passage as taught by the prior art or disclosed by the examiner.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Shannon S. Saliard whose telephone number is 571-272-5587. The examiner can normally be reached on Monday - Friday, 8:00 am - 4:30 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John W. Hayes can be reached on 571-272-6708. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

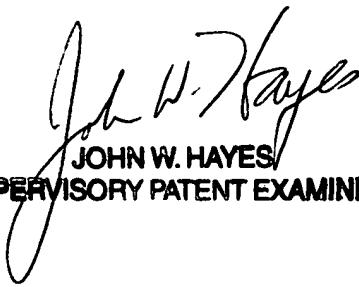
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**JOHN W. HAYES**  
**SUPERVISORY PATENT EXAMINER**

Shannon S Saliard  
Examiner  
Art Unit 3639

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